



DUTY STATEMENT
INFORMATION TECHNOLOGY TECHNICIAN
Domain: Business Technology Management

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| OUR VISION All Californians living in homes they can afford OUR MISSION Investing in diverse communities with financing programs that help more Californians have a place to call home | | | |
| EMPLOYEE INFORMATION | | | |
| Employee's Name | | Effective Date | |
| Classification Information Technology Technician | | Position Number 693-001-1400-901 | |
| Division/Section/Unit Marketing & Communications/Creative Media | | Location Sacramento, CA | |
| CBID R01 | Work Week Group 2 | Tenure Permanent | Time Base Fulltime |
| Immediate Supervisor | | Supervisor's Classification Information Officer II | |
| CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS | | | |
| <p>This position requires the incumbent to maintain acceptable, consistent, and regular attendance; communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position's specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency's policies and procedures regarding attendance, leave, and conduct.</p> <p>2 CCR § 172 – General Qualifications, states in pertinent part: The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.</p> | | | |
| DIVISION DESCRIPTION | | | |
| The California Housing Finance Agency (CalHFA) Marketing & Communications division uses marketing, creative, digital media, public relations, and external communications to increase knowledge of, and accessibility to, the Agency's products among its business partners, stakeholders, and consumer audiences. Additionally, Marketing & Communications oversees internal communications, board relations, and public-facing messaging. The Marketing & Communications staff provides communication support to the Executive Office, Legislative Affairs, Business Development and Stakeholder Relations, as well as other divisions throughout the Agency. | | | |
| POSITION DESCRIPTION | | | |
| Under the close supervision of the Informational Officer II, the Information Technology (IT) Technician works collaboratively to support the areas of website management, graphic design, video projects and assist in maintaining Americans with Disabilities Act (ADA) compliance. | | | |
| PERCENTAGE OF TIME | ESSENTIAL FUNCTIONS | | |
| 30% | Website Maintenance Assists with external website content updates through Adobe Dreamweaver and updates internal website content through the Content Management System platform. Assists the Creative Media team in designing new web pages for the CalHFA external site including, developing and troubleshooting HTML, | | |

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| 30% | <p>CSS, and Server Side Includes (SSI). Assists with content management support to update and optimize websites which typically have urgent timelines.</p> <p><u>Graphic Design</u> Assists the Graphic Designer III with concept development, graphic design, presentation materials and the production of Marketing collateral (i.e. newsletters, brochures, flyers, posters, and print/digital ads). Works collaboratively with the designer in performing page/document layout, drawing, photo editing, printer operations and developing social media graphics.</p> |
| 15% | <p><u>Website Compliance</u> Assists the Creative Media team with webpage accessibility in compliance with the Web Content Accessibility Guidelines (WCAG) 2.0, or a subsequent version, as required by AB 434 (State Web Accessibility). Assists in producing or remediating documents before they are uploaded to websites in accordance with the WCAG guidelines.</p> |
| 10% | <p><u>Marketing & Communications</u> Assists Marketing staff in external event planning and implementation to promote CalHFA programs. Produces large-quantity print jobs including conference materials such as brochures and flyers. Participates in internal communications and activities to promote employee engagement.</p> |
| 10% | <p><u>Video & Virtual Meetings</u> Assists the Information Technology Specialist I (ITS I) in video graphic design to incorporate those design assets into agency-produced videos. Provides video support, in a backup capacity, to film Agency communication videos, training videos, and events such as press conferences and internal events. Supports the videographer with the production and administration of virtual meetings.</p> |
| PERCENTAGE OF TIME | MARGINAL FUNCTIONS |
| 5% | Participates in staff meetings, attends training, provides work status reports, and performs other duties assigned. |
| PERSONAL CONTACTS <i>(Identify who the employee may be in contact with while performing duties)</i> | |
| <ul style="list-style-type: none"> Daily contact with all levels of departmental staff, as well as occasional contact with vendors and representatives from other Agencies. | |
| SPECIAL REQUIREMENTS <i>(Identify other requirements necessary to perform the job, please select the applicable statement(s))</i> | |
| <ul style="list-style-type: none"> Sporadic Overtime | |
| WORK ENVIRONMENT <i>(Identify specific work conditions, hazards, and equipment used on the job that are required to perform the essential functions, please include the applicable statement (s))</i> | |
| <ul style="list-style-type: none"> Prolonged sitting Work in a high-rise building Use a computer keyboard and read from computer screens several hours a day | |
| PHYSICAL ABILITIES <i>(Identify physical abilities necessary to perform the essential functions of the job with or without reasonable accommodation, please include the applicable statement(s))</i> | |
| <ul style="list-style-type: none"> May requires movement of heavy objects | |
| TRAVEL <i>(If travel is an essential or marginal function for this position, please include the applicable statement)</i> | |
| <ul style="list-style-type: none"> N/A | |

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| EMPLOYEE ACKNOWLEDGEMENT I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resources.) | | |
| Employee Name | Employee Signature | Date |
| SUPERVISOR ACKNOWLEDGEMENT I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement. | | |
| Supervisor Name | Supervisor Signature | Date |